

**SECURE SHREDDING
IMPLEMENTATION
AND
EDUCATION GUIDE**

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Iron Mountain
745 Atlantic Avenue
Boston, MA 02111
(800) 899-IRON
www.ironmountain.com

Welcome to Your New Iron Mountain Secure Shredding Implementation & Education Guide

As the business world continues to produce unprecedented amounts of information, the pressure on companies to properly handle and dispose of this data mounts. Failing to deal with this issue effectively can lead to accidental disclosure or unauthorized access to information, possibly resulting in irreparable damage to your company's reputation, steep fines for non-compliance, costly lawsuits or loss of market share. To help manage these risks, organizations of all sizes – from all industries – choose to partner with Iron Mountain.

As the world leader in secure information destruction, Iron Mountain's expertise is renowned. Our goal is to make it easy and convenient for customers to consistently meet all of their secure shredding obligations. This guide will enhance your understanding of the urgent business need for secure shredding and help you successfully implement your own company-wide program. It highlights important information about strict





federal and state privacy regulations that affect your organization and details Iron Mountain's unique program-based approach for enabling compliance across all locations. In addition, it features a set of templates to communicate your program internally, promote its policies long-term, and educate employees about the value of secure shredding - all vital requirements to the success of your program.

As a valued Iron Mountain customer, you also have access to a wealth of helpful online resources so you can make smart, timely decisions about your program in the future. Iron Mountain Connect™ is a proprietary Web portal that lets you manage your information disposal program. It provides timely access to service/program activity, scheduled or pending service orders, invoice and billing information, and usage trends. For asset tracking and verification purposes, all secure shredding containers escorted from your premises for destruction processing are now inventoried using a unique barcode identification system – the foundation of our proprietary new technology platform, InControl.™ In addition, our exclusive Iron Mountain Knowledge Center (www.imknowledgecenter.com) puts industry trends, recommendations and expert guidance at your fingertips.

WHY IRON MOUNTAIN IS THE PARTNER OF CHOICE

- Subject matter expertise that includes regulatory knowledge as well as program design, development, and implementation
- Trusted by over 90% of the Fortune 500
- An integrated network of secure shredding services in over 183 markets worldwide
- Proven financial stability

PART 1

Secure Shredding Program Information

Secure Shredding Information Overview

Iron Mountain has a long history of providing customers with the expert guidance and innovative solutions they need to properly dispose of their sensitive information. It's why our processes are efficient and cost-effective, and our service responsiveness world-class. As your trusted secure shredding partner, our development and implementation teams will take a consultative approach to your business. We will work closely with you to design a comprehensive solution specific to your organizational needs. We can also provide you with customizable templates that serve as a foundation for efficient program implementation, as well as promote and ensure company-wide awareness, adoption and adherence to your program at all times, in all locations.





A Look at Current Privacy Laws and Regulations

With hundreds of both federal and state regulations, privacy and information disposal laws affect every company in the country. Not knowing which laws apply to your organization, and what you are required to do about them, can cost your company millions of dollars in non-compliance fines. It can also lead to expensive lawsuits, loss of reputation, market share and customer trust. For the latest information regarding privacy laws and regulations, please refer to the Iron Mountain Knowledge Center at www.imknowledgecenter.com.

As the industry's leading provider of secure shredding services, Iron Mountain can put your business on the fast track to compliance with all federal and state regulations. The broadest and most impactful of these is the FACTA Disposal Rule. It is the first federal law mandating the "appropriate, secure disposal of information." To be fully FACTA-compliant, your company must have written policies outlining how and when to shred or destroy information, as well as provide ongoing training and communications.

The following are principal categories of U.S. laws that require organizations to protect the security of personal information:

“MUST-SHRED” LAWS

Individual states are enacting their own laws to compel organizations that conduct business within their borders to properly dispose of all non-public information.

These laws require reasonable measures for ensuring that paper and electronic records containing personal information are disposed of in a secure fashion at the end of their lifecycle.

DATA SECURITY BREACH NOTIFICATION LAWS

At least 40 states now require organizations that maintain personal information of their residents to provide notice of data security breaches to potentially impacted individuals.

COMPREHENSIVE INFORMATION SECURITY LAWS

At the federal level, the Federal Trade Commission Safeguards Rule requires organizations to protect records containing personal information at all stages of their lifecycle. At least five states now have similar information security laws.

CONSUMER PROTECTION LAWS

The Federal Trade Commission Act and the consumer protection laws of various states require organizations to protect information from unauthorized access, disclosure and loss. Both federal and state authorities now treat negligent loss of personal information as an unfair or deceptive practice.

With hundreds of statutes and regulations now on the books, privacy and information disposal laws affect every company in the country.





Proper Information Disposal Is No Longer Optional

IMPORTANT INFORMATION PRIVACY LAWS The statutes and regulations that require specific types of businesses to protect personal information are too numerous to list here, but they include:

- Sarbanes-Oxley (SOX) for corporate accountability. Passed in response to recent accounting scandals, this act mandated changes in federal securities regulations, corporate governance and the regulation of auditors.
- Children's Online Privacy Protection Act for information collected online from children
- state insurance regulations for policyholder information
- Communications Act for telephone companies and cable television companies
- federal and state educational privacy laws for students and parents
- state laws concerning privacy of employee personnel records

PAYMENT CARD INDUSTRY DATA SECURITY STANDARD Although not a law, this industry standard is emerging as one of the prime enforcers of information security. Merchants and other entities that accept or service payment cards must implement stringent security standards for all account and transactional information, or face fines, penalties and loss of the right to accept or process card transactions. New state laws reinforce the industry obligations with additional legal liabilities for failure to protect card data.

Industry-Specific Legislation

Health Insurance Portability and Accountability Act – a privacy rule that limits the use and disclosure of individually identifiable health records and information

Gramm-Leach Bliley – requires financial institutions to take steps to ensure the security and sensitivity of their customers' non-public, personal information

In summary, ever-growing legal requirements coupled with vigilant consumer demands make compliant information destruction an absolute business imperative. Iron Mountain continues to commit as many resources as possible to help its customers achieve this goal.

For the latest information about privacy and information disposal laws and how they impact your company, refer to the Iron Mountain Knowledge Center at www.imknowledgecenter.com.

Ever-growing legal requirements coupled with vigilant consumer demands make compliant information destruction an absolute business imperative.



THE RISKS OF NON-COMPLIANCE INCLUDE:

- Irreparable damage to your company brand, reputation or image
- Multi-million dollar fines
- Expensive litigation and lawsuits
- Court-imposed sanctions or consent decrees
- Criminal penalties
- Loss of market share
- Stock devaluation



The Environmental Benefits of a Secure Shredding Program

After Iron Mountain securely destroys your information, the processed materials are then transported to paper mills for pulping. This destruction process greatly reduces pollution, preserves landfill space and saves trees, water and oil resources.

The statistics below represent the positive impact a secure shredding program can have on the environment.

TREES SAVED

It takes 17 (50 ft.) trees to manufacture a ton of paper. Each tree is equivalent to 23.5 reams of paper.

ELECTRICITY

10,785 KW-hours of electricity are saved per ton of paper source reduction.

LANDFILL SPACE

One ton of paper occupies 3 cubic yards of landfill space.

WATER

20,500 gallons of water are saved per ton of paper source reduction.

7,000 gallons of water are saved if a ton of paper is re-manufactured using recycled fibers.

POLLUTION EFFLUENTS

One ton of paper manufactured from virgin fibers emits 60 pounds of pollution effluents.

In the manufacturing process of paper made from recycled fibers:

74% less air pollution is generated.

58% less water is required.

35% less water pollution is generated.

64% less energy is required.

Source: Iron Mountain “Green Paper” Report.

The Iron Mountain destruction process greatly reduces pollution, preserves landfill space and saves trees, water and even oil resources.





Frequently Asked Questions

1. WHAT IS SENSITIVE INFORMATION?

Sensitive information can be either private or proprietary. Private information includes any non-public information that must be safeguarded to preserve and protect the privacy of employees, customers or business associates. Proprietary information is non-public information that, if disclosed, could harm or hinder your competitive advantage in the marketplace.

2. WHAT ARE SOME EXAMPLES OF PRIVATE AND PROPRIETARY INFORMATION?

Private: human resources and personnel information; background checks or drug screen tests; credit information; insurance application forms; customer lists and databases; customer records; customer price lists; payroll records.

Proprietary: financial information; profit & loss statements; budgets; strategic plans; pricing documentation; acquisition and divestment information; patent & research data; bid & proposal data; win strategies; building security & disaster recovery plans; fire protection strategies; software functionality or technical specifications; training documentation.

3. WHAT MATERIALS OR DOCUMENTS CAN WE PUT INTO THE SHREDDING CONTAINERS?

Both types of sensitive information – private and proprietary – should be placed in Iron Mountain shredding containers. All office paper and file folders are acceptable for shredding. You are not required to remove staples, paper clips, rubber bands and/or small fasteners/binders.

4. WHAT SHOULDN'T WE PUT INTO THE SHREDDING CONTAINERS?

Your Iron Mountain shredding containers are intended for paper-based materials only. Office refuse (waste) should never be commingled with materials designated for destruction by shredding. Regular waste should be placed in a lined trashcan and then disposed of by a janitorial services provider.

The following materials should never be deposited into the shredding containers:

Paper: cardboard, telephone books, and hardcover books

Trash: food waste, general office waste, bottles, glass, cans, inks, dyes, paints

Metals: 3-ring binders, lever-arch binders, hanging folders, large bulldog clips, license plates

Plastics: plastic bags and packing material, computer discs, CDs, DVDs, backup tapes, video tapes, transparencies, ID badges, driver's licenses, microfiche, microfilm, x-rays

HAZMAT: biochemical waste, sharps, toxic substances, flammables, explosives

Hardware: computer, printer and photocopier parts

5. WHAT SHOULD WE DO WITH DIGITAL OR ELECTRONIC MEDIA?

Information stored on computer discs, CDs, DVDs, backup tapes, video tapes, transparencies, ID badges, driver's licenses, microfiche, microfilm or x-rays must be destroyed with alternative methods. These materials must be sorted for destruction and collected separately. Existing customers should contact their Iron Mountain representative to determine program and service requirements.

6. CAN WE RETRIEVE ITEMS AFTER THEY HAVE BEEN PLACED IN THE SHREDDING CONTAINERS?

Shredding containers will be locked at all times. Unless you are absolutely certain a document is no longer needed, do not deposit it into the container. Once the item has been deposited into the container, it can only be retrieved by authorized personnel.

7. WHOM DO I CONTACT WITH QUESTIONS OR FOR MORE INFORMATION?

Should your company require additional Iron Mountain shredding containers, increased service frequency, or if you have any questions about the process or your program, please contact your Iron Mountain representative.

PART 2

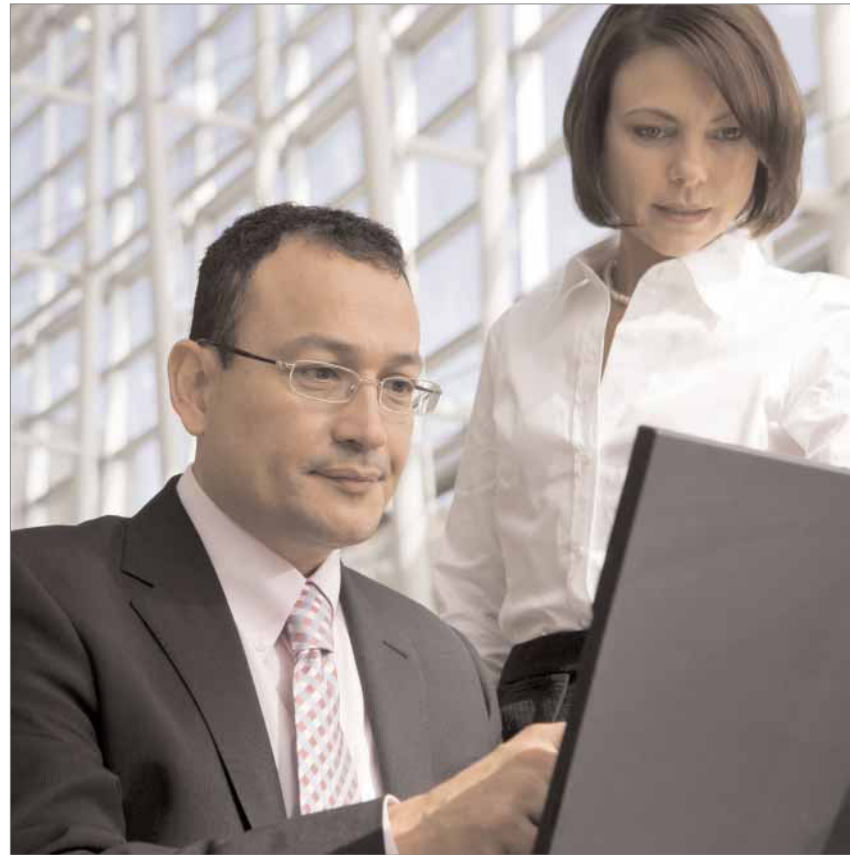
Secure Shredding Program Development & Implementation

Assessing Your Program Requirements

The first step to developing a successful secure shredding program is to understand the health of your current program. Once this step is complete, Iron Mountain will design, build and manage a policy-driven solution that will ensure secure information protection.

To best service your account, Iron Mountain employs subject matter experts to lend their knowledge and experience in both planning and implementing your program. These highly trained specialists will also guide you on a continual basis regarding the latest regulatory imperatives that apply to your specific industry and business.

In addition, your Iron Mountain representative can provide you with a suite of communications and assessment templates that will help define your new information disposal policy - or redefine your existing one - so that any weak links in your program can be identified.



These templates have been developed over years of observing implementation needs, and you can review examples of each on the pages that follow. By using the tools contained in this guide, combined with helpful online resources such as the Iron Mountain Knowledge Center (www.imknowledgecenter.com), your organization will establish an effective secure shredding solution and ensure its success for many years to come.



Standard Iron Mountain Shredding Containers



Secure Shredding Bin

Dimensions: 42" H X 25" W X 26" D
Max. Capacity: 210 lbs. (est.)



Security Console

Dimensions: 40" H X 19" W X 19" D
Max. Capacity: 70 lbs. (est.)



Mini Security Console

Dimensions: 27" H X 19" W X 19" D
Max. Capacity: 40 lbs. (est.)

Secure Shredding Tools and Templates

The following pages of this guide feature snapshots of documents, letters and communication tools that will save you time and help to ensure your employees effectively understand your secure shredding program and its policies.

Your Iron Mountain representative can provide you with access to the electronic versions of these templates, which can be easily modified to address the unique requirements, policies and procedures of your company. Please note that these templates are provided here as program guidance and should not be interpreted as legal advice offered by Iron Mountain.

SECURE SHREDDING DESTRUCTION NEEDS ASSESSMENT

The first step in developing a secure shredding program is to review how your organization is currently managing and destroying information. Your answers to the questions below will help your Iron Mountain representative evaluate the current state of your program and create a cost-effective program that will facilitate and strengthen regulatory compliance.

Insert your logo here

These templates represent the copyrighted works of Iron Mountain and are intended for the sole use of our customers. Their use, either in original or modified form, outside Iron Mountain's contract terms is strictly prohibited.

Company/Location Overview

Company _____

Address _____

City, State, Zip _____

Contact name _____

of employees at this location? _____

Approximate office space (sq. ft.) _____

Policies and Procedures

Does your organization have a formal records management program?
YES NO N/A

Does your organization have a recycling program?
YES NO N/A

Does your organization have a shredding program?
YES NO N/A

Does your organization have written shredding procedures?
YES NO N/A

Have your organization's shredding policies and procedures been communicated?
YES NO N/A

Do shredding policies differ by department?
YES NO N/A

Does your organization shred all documents?
YES NO N/A

Does your organization shred only sensitive information?
YES NO N/A

Does your organization conduct periodic document purges?
YES NO N/A

Does your organization shred/destroy plastic media?
YES NO N/A

VENDOR TRANSITION LETTER

This document can be used to inform your current shredding vendor that you have selected Iron Mountain as your new provider. It includes important dates that will ensure that no interruption in your service occurs during this transition.

Insert your logo here

Sample Vendor Transition Letter

This document can be used to inform your current shredding vendor that you have selected Iron Mountain as your new provider. It includes important dates that will ensure that no interruption in your service occurs during this transition.

[Shredding Vendor Contact]
[Shredding Vendor Name]
[Address 1]
[Address 2]
[Address 3]

[Date]

Re: Termination of shredding services

Dear [Shredding Vendor Contact]:

[Company Name] recently completed an assessment of our information management and destruction requirements. Upon review of this assessment, we have selected Iron Mountain to be our new secure shredding partner. Please accept this as notice of termination.

We expect that you will cooperate with the transition from your services to our new partner. This will entail the coordination of the removal of your shredding container from the [Company Name] facilities you currently service. Our expectation is that there will be NO interruption in our shredding services during this transition.

On or before [Date], we expect your shredding container to be removed from the following [Company Name] locations:

Address: [Address]
Contact: [Contact]
Phone: [Phone]

Address: [Address]
Contact: [Contact]
Phone: [Phone]

Additionally, we expect that [Company Name] will incur no service fees after the removal of your shredding container or [Date], which ever occurs first.

showing page 1 of 1

PRE-LAUNCH COMMUNICATION LETTER TO MANAGERS

This document provides an overview of your new secure shredding program to managers in all impacted offices so that everyone is on board with the plan and understands its general policies and procedures prior to implementation. Use this letter up to 30 days before the rollout of your program.

Insert your logo here

send to regional, branch
and office managers



TO: [Regional/Branch/Office Managers]
FROM: [Company implementation manager or senior operations manager]
RE: Implementation of new Secure Shredding program

[Company Name] and Iron Mountain have entered into a new business partnership for secure shredding services at all of [Company Name] locations. This partnership will aid [Company Name] in preserving the integrity of private and sensitive information for its employees and customers.

Effective [Date], you will have a quick and convenient way to dispose of sensitive materials and other sensitive company information in a manner that provides added security to [Company Name]. This new process provides greater security for our organization, employees and customers by reducing the potential risk of sensitive information being accessed and used for fraudulent purposes.

The success of this program is the responsibility of each [Company Name] employee. Every employee will be responsible for following the new procedures for handling the disposal of private and sensitive information generated at their workstations.

How will we be billed for this service?

Iron Mountain will provide uniform billing directly to our corporate headquarters. One invoice each month will be generated for all locations under this national agreement. Please contact [Company Contact] with any questions or concerns.

What about our current shredding vendor?

If you are currently contracted with another vendor, please contact that vendor to arrange for the removal of their shredding containers. Iron Mountain can coordinate the delivery of new shredding containers to coincide with this removal. If you have questions pertaining to contractual conditions, contact [Company Contact].

Where will the shredding containers be located?

Iron Mountain has evaluated your facilities and determined the most appropriate container locations. Legal compliance, corporate security, workflow patterns, material production and departmental needs were considerations during this evaluation. Based on this evaluation, shredding containers will be placed [General Location(s)]. If your facility requires additional shredding containers or you have questions regarding container locations, contact Iron Mountain – [Iron Mountain Implementation Manager Contact Number] or [Company Contact].

How often will the shredding containers be serviced?

Iron Mountain, will deliver the shredding containers to your office in [Month], and will service them on a set [Monthly/ Weekly/Other] schedule.

What if the shredding containers are overflowing?

If your office needs additional shredding containers, or increased service frequency, contact Iron Mountain – [Iron Mountain Implementation Manager Contact Number] or [Company Contact].

What goes into the shredding containers?

All sensitive information should be deposited in a shredding container. Sensitive information can be either *Private* or *Proprietary*.

showing page 1 of 3

INITIAL ORGANIZATIONAL ANNOUNCEMENT

The purpose of this document is to demonstrate to employees the importance of having a shredding program, the need to consistently follow its procedures and introduce Iron Mountain as your new service provider. Use this template up to 30 days before program rollout.

Insert your logo here



TO: All Employees
FROM: [Company CEO]
RE: Introducing the new [Program Title]

[Company Name] and Iron Mountain have entered into a new business partnership for secure shredding services at all [Company Name] locations.

As a result, all company employees will have a quick and convenient way to dispose of sensitive company information in a timely manner. This new process will provide greater security for our company, employees and customers by reducing the potential risk of sensitive information being accessed and used for fraudulent purposes.

Iron Mountain will be coordinating the placement of shredding containers in our offices. Once in place, these shredding containers will be serviced by Iron Mountain on a regular, prearranged schedule. To ensure additional security, all Iron Mountain employees will wear uniforms with visible Iron Mountain logos and personal identification badges.

Successful implementation of this new program will require the active participation of all employees. Following are key features and advantages of the new program:

1. Secure shredding offers all the advantages of a recycling program but has fewer restrictions on materials that are eligible:
 - Materials that can be placed in the shredding containers:
 - Any paper, any color
 - Staples, paper clips, rubber bands and small binders
 - File folders, any color
 - Materials that should never be deposited in the shredding containers:
 - Wet trash
 - Aluminum cans
 - Food products
 - Hazardous materials and medical waste
2. Secure shredding is a quick and convenient way to dispose of sensitive company information in a manner that provides added security.
3. Secure shredding provides greater privacy for our company, employees and customers by reducing the potential risk of sensitive information being accessed fraudulently.

As the new secure shredding program is rolled out at your location, you will be receiving more detailed information. If you have any questions concerning this new service, please contact [Company Contact].

Thank you for your support.

showing page 1 of 1

PRE-LAUNCH LETTER TO EMPLOYEES

This document provides a more detailed announcement of Iron Mountain as your new secure shredding provider and describes the general procedures that need to be followed as part of the implementation process. Use this template 7-10 days prior to rolling out your program.

The diagram illustrates a pre-launch communication letter template. On the left, two callout boxes are connected to the main letter content by lines. The top callout box, labeled "Insert your logo here", points to a rectangular placeholder box at the top of the letter. The bottom callout box, labeled "short version", points to the main body of the letter. The letter itself is titled "PRE-LAUNCH COMMUNICATION LETTER TO EMPLOYEES (SHORT EXAMPLE)" and includes a header, a header image placeholder, a header title, a header subtitle, and a header image placeholder. The main body of the letter contains a header, a header image placeholder, a header title, a header subtitle, and a header image placeholder. The main body of the letter contains a header, a header image placeholder, a header title, a header subtitle, and a header image placeholder.

**PRE-LAUNCH COMMUNICATION
LETTER TO EMPLOYEES (SHORT EXAMPLE)**

TO: All Employees
FROM: [Company Program owner, implementation manager or senior operations manager]
RE: Introducing the [Company Name] Secure Shredding Program

Effective [Date], you will have a quick and convenient way to dispose of your sensitive company information in a timely manner. This new process provides greater security for our company, employees and customers by reducing the potential risk of sensitive information being accessed and used for fraudulent purposes.

The success of this program is the responsibility of every [Company Name] employee. It's essential that you adhere to the new procedures for properly handling and disposing of the sensitive information you generate. If you have questions about what items are considered sensitive and need to be shredded, please review the [Policy Name]. For more information about the new process, and to view the [Policy Name], please visit the [Page Name] web page located at [URL] or contact [Company Contact] at [Contact Number].

The [Company Name] has selected Iron Mountain as its secured shredding partner. Iron Mountain will deliver several shredding containers to your office during the month of [Insert Month], and will service them on an agreed upon regular frequency [Monthly/ Weekly/Other]. The Iron Mountain shredding containers will be strategically placed throughout the office to provide maximum program convenience and compliance. All sensitive paper-based materials must be deposited into one of the shredding containers, which are intended for paper only. Offices with sensitive non-paper media should contact [Insert Name] for further instructions. Employees should continue to dispose of regular waste (e.g. food, plastic, aluminum cans, etc.) in the previous manner.

As part of the implementation for this new program, we will be coordinating a purge of "dated" sensitive information that no longer needs to be retained in accordance with the applicable records retention policy. Please prepare your "dated" sensitive information for disposal. More information will follow regarding the upcoming implementation purge.

If you determine your office needs additional shredding containers, more frequent service or you have additional questions about the process, please contact [Company Contact] at [Contact Number].

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LETTERS TO EMPLOYEES AND FAQs

This document provides clear, succinct answers to those questions most commonly asked by employees prior to the implementation of a company's new secure shredding program. It is a simple, effective tool for ensuring each employee understands the basic procedures to be followed once the program begins. Use this document at time of program launch.

Insert your logo here

Frequently
asked questions

TO: All Employees
FROM: [Company Program Owner, Implementation Manager, or Senior Operations Manager]
RE: Introducing the [Company Name] Secure Shredding Program

Effective [Date], you will have a quick and convenient way to dispose of sensitive company information in a safe and efficient manner. This new process provides greater security for our company, employees and customers by reducing the potential risk of unauthorized access or inadvertent disclosure of sensitive information.

The success of this program is the responsibility of every [Company Name] employee. It's essential that you adhere to the new procedures for properly handling and disposing of the sensitive information you generate.

Where can employees find the shredding containers?

Several shredding containers will be placed at [General Location(s)].

How often will the shredding containers be emptied?

Our corporate supplier, Iron Mountain, will deliver the shredding containers to your office in [Month], and will service them on a set [Monthly/ Weekly/Other] schedule.

What goes into the shredding containers?

All sensitive information should be placed in a shredding container. Sensitive information can be either *private* or *proprietary*.

Private information is non-public information that must be safeguarded to preserve and protect the expectations of employees, customers or business partners. Examples include, but are not limited to:

- Human resources and personnel information
- Customer lists and databases
- Customer records
- Customer price lists
- Payroll records

Proprietary information is non-public information whose disclosure could cause harm to or otherwise hinder [Company Name]'s competitive advantage in the marketplace. Examples include, but are not limited to:

- Financial information
- Profit and loss statements
- Budgets
- Strategic plans
- General pricing strategies
- Acquisition and divestment information
- Patent and research data
- Bid and proposal data, including win strategies
- Building security and disaster recovery plans
- Fire protection strategies

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SENSITIVE INFORMATION DISPOSAL AND SHREDDING POLICY

This document is distributed to all existing employees, as well as new employees at their time of hire. It provides them with an overview of both the practical and legal purposes of a secure shredding program and the procedures that all individuals must follow in order for the program to be successful. Once signed by an employee, it serves as documented proof that your company is conducting its due diligence to comply with all relevant privacy laws and regulations.

Insert your logo here



Objective

The objective of the Sensitive Information Disposal and Shredding Policy ("Policy") is to protect the privacy of sensitive information as well as maintain full compliance with all applicable legislative and regulatory requirements. Through the secure collection and shredding of this information, employees of [Company Name] will also contribute to the protection of environment by reducing the amount of landfill waste.

Policy

Paper and any other media containing customer information such as, but not limited to: name, social security number, account information, address and any related information especially e-mails, hereafter known as sensitive information, as well as any sensitive information relating to our business must be securely collected and shredded before its final disposal.

Procedure

1. Employees will separate and dispose all sensitive information into designated secure collection containers specifically provided by the approved secure shredding vendor.
Employees that are uncertain of the classification of information to be disposed should dispose of such information into the secure collection containers to avoid any opportunity for a potential security breach.
2. Secure collection containers will be strategically placed throughout our facility and serviced on a regular scheduled service frequency.
Employees unable to locate a secure collection container should contact their manager or the approved secure shredding vendor.
3. Employees and/or departments requiring special secure collection and shredding services for large volumes of sensitive information should contact their manager or the approved secure shredding vendor to arrange for a special collection.

Compliance

[Insert Name or Department] has been assigned to manage the compliance of the Policy. This group will provide quarterly Policy compliance updates and any related information including sensitive information audits, employee training, procedure changes and legislative updates.

Disclaimer:

IRON MOUNTAIN MAKES NO REPRESENTATION REGARDING THE LEGAL VALIDITY OF THE DRAFT POLICY SET FORTH ABOVE.

showing page 1 of 2

INDIVIDUAL ACKNOWLEDGMENT FORM

This document is distributed prior to the implementation of your new secure shredding program. Its purpose is to reinforce the reasons why such a program is both necessary and beneficial to your company and its employees, and to encourage their full cooperation and participation.

Insert your logo here



INDIVIDUAL ACKNOWLEDGMENT FORM

TO: All Employees
FROM: [HR]
RE: Program Acknowledgment and Acceptance Form

Print and sign name

[Company Name], effective [Date], has changed the policy for the disposal of sensitive information. This new policy will standardize the procedures for [Company Name] and will provide greater security for our company, employees and customers by reducing the potential risk of sensitive information being accessed and used for fraudulent purposes.

The success of this program is the responsibility of each [Company Name] employee. Every employee is responsible for following the new procedures for handling the disposal of sensitive information generated at their workstation.

I have read and accept the [Company Name] policy for the disposal of sensitive information.

Print Name

Sign Name

Date

POST-LAUNCH COMMUNICATION

Once your program has been successfully implemented, this document can be used to tell your employees how much you appreciate their participation while also encouraging their continued cooperation in the days and months ahead. Use this document 60-90 days after program rollout.

Insert your logo here

POST-LAUNCH COMMUNICATION

TO: All Employees
FROM: [Company Program Owner, Implementation Manager, or Senior Operations Manager]

RE:

Recently, [Company Name] implemented a secure shredding program to provide greater security for our company, employees and customers by reducing the potential risk of sensitive information being accessed and used for fraudulent purposes.

Because of your efforts, I'm proud to announce that the program has been a success, and I want to thank everyone for making it a top priority. I would also like to take this opportunity to congratulate the people who were integral in the successful program implementation. [List of the team members involved with the implementation efforts.]

Additionally, I'd like to highlight several examples of how well this new secure shredding program is working. [Insert any success stories that relate to the program.]

Remember, this is an ongoing program for all employees of [Company Name] to ensure the security of our sensitive information. Its success is in your hands. Please continue with your efforts of diligently following these secure information destruction procedures. As always, if you have any questions regarding the program, contact [Contact Name].

showing page 1 of 1

PROGRAM POSTERS

Iron Mountain also offers a program poster that reinforces the importance of your organization's shredding policies and encourages employee participation. This poster can be displayed above or near an Iron Mountain shredding container, right at the point of disposal.

You'll find two copies of the poster within the pages of this guide. For additional copies, please contact your Iron Mountain representative.



The success of our secure shredding program is in your hands.

Secure shredding is a quick, convenient way to dispose of sensitive company information in a timely manner. This new process will protect our company, our customers and each of our employees by reducing the risk of sensitive information being accessed and used for fraudulent purposes. But in order for our new program to succeed, your active participation is needed. Here's how you can help keep us on track.

WHAT TO DO All sensitive paper documents that are no longer needed should be placed in the shredding containers conveniently located throughout the facility. Information stored on digital media should be sorted separately. Speak with the office or facility manager to arrange for a special service collection.

WHAT TO SHRED

- Any office paper, any color
- File folders, any color
- No need to remove staples, paper clips, rubber bands and small binders

WHAT NOT TO SHRED

- Plastics
- Common trash
- Hazardous materials
- Metals
- CDs, DVDs

WHO TO CALL

If our facility needs additional containers, more frequent service or if you have any questions, please contact the office/facility manager or our Iron Mountain Representative.



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745 Atlantic Avenue
Boston, Massachusetts 02111
(800) 899-IRON

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